

# Nebraska Public Service Commission

**COMMISSIONERS:**

ROD JOHNSON  
FRANK E. LANDIS  
CRYSTAL RHOADES  
MARY RIDDER  
TIM SCHRAM



300 The Atrium, 1200 N Street, Lincoln, NE 68508

Post Office Box 94927, Lincoln, NE 68509-4927

Website: [psc.nebraska.gov](http://psc.nebraska.gov)

Phone: (402) 471-3101

Fax: (402) 471-0254

**NEBRASKA CONSUMER HOTLINE:**

1-800-526-0017

**EXECUTIVE DIRECTOR:**

MICHAEL G. HYBL

## Nebraska Federal Communication Commission (FCC) State Recertification Application Supplemental Information 2018

May 14, 2018

**ATTN:**

Dana Wilson,  
Federal Communications Commission  
Consumer and Governmental Affairs Bureau  
Disability Rights Office  
445 12th Street, SW  
Washington, DC 20554

**CG DOCKET NO. 03-123**

Dear Ms. Wilson,

Pursuant to the FCC's request, Nebraska Relay hereby supplements previously filed TRS recertification application with the enclosed information.

I hereby certify that Nebraska Relay is in compliance to the rule sections noted in the Commission's follow up inquiry email.

If there are any questions regarding this filing, please contact the undersigned. Thank you for your assistance.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Steven G. Stovall", is written over a horizontal line.

Steven G. Stovall – Accountant/Nebraska Relay TRS Administrator  
Nebraska Public Service Commission (NPSC)

Encl.

## **Nebraska's Response to FCC State Recertification Application Regarding Supplemental Information 2018**

### **64.604(a)(v) Mandatory Minimum Standards**

**CAs answering and placing a TTY-based TRS or VRS call shall stay with the call for a minimum of ten minutes. CAs answering and placing an STS call shall stay with the call for a minimum of twenty minutes. The minimum time period shall begin to run when the CA reaches the called party.**

*Nebraska Relay Response to the FCC: Consistent with the new requirement of 64.604(a)(1)(v), Sprint CAs answering or placing a STS call stays with the call for a minimum of twenty minutes.*

### **64.606(d) Method of Funding**

**Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.**

*Nebraska Relay Response to the FCC: Communications promoting understanding of Nebraska Relay, such as surcharge on local telephone bill, are labeled in a manner that is respectful and does not offend the public. As such, Nebraska Relay, is in compliance with this requirement.*

### **64.5105 – 64.5110 TRS Customer Proprietary Network Information**

**Because 64.606(b)(1)(i) requires that state TRS programs establish that they meet or exceed all operational, technical, and functional minimum standards contained in 64.604, and 64.604(d) incorporates by reference the CPNI rules, the states are required to establish that their programs comply with the CPNI rules.**

*Nebraska Relay Response to the FCC: See Attachment A for Nebraska Relay Compliance Certification of the CPNI rules that have been incorporated with the TRS mandatory minimum standards.*

*Sprint also annually files a compliance certification with the Federal Communication Commission (FCC) regarding adherence to Customer Proprietary Information (CPNI) as required. See Attachment B.*

**ATTACHMENT A**


**NEBRASKA RELAY STATEMENT OF TRS CPNI CERTIFICATION  
CG DOCKET NO. 03-123**

I, Steven G Stovall, do hereby certify that as acting contract administrator for the Nebraska Public Service Commission for the Nebraska Sprint Relay contract that I have knowledge that Sprint has established operating procedures that are adequate to ensure compliance with the Federal Communications Commission's (Commission) TRS CPNI rules (see 47 C.F.R. 64.5101 *et seq.*)

Sprint Relay has filed their TRS CPNI certification which details how their procedures ensure compliance with the requirements set for in section 64.5101 through 64.5111 of the Commission's rules. (*Referenced specifically as Subpart EE-TRS Customer Proprietary Network Information*).

I am not aware of any instances in the past year in which Sprint or its agents, subcontractors, used, disclosed, sold or permitted access to CPNI without complying with the approval procedures required in the TRS Customer Proprietary Network Information.

Sincerely,



Steven G. Stovall – Accountant/Nebraska Relay TRS Administrator  
Nebraska Public Service Commission (NPSC)

## ATTACHMENT B

### SPRINT'S STATEMENT OF CPNI COMPLIANCE

Sprint Corporation ("Sprint") complies with the Federal Communications Commission's ("FCC") Customer Proprietary Network Information ("CPNI") minimum standards with respect to Sprint's role as a contractor supporting Nebraska's Telecommunications Relay Service ("TRS") program. However, per 47 C.F.R. §64.606(c)(1), it is Nebraska's responsibility to certify Nebraska's TRS program every 5 years. The following statement only explains the operating procedures established by Sprint to ensure its compliance with the CPNI rules (see 47 C.F.R. §64.5101 *et seq.*) as a contractor supporting the State TRS program for the current 5-year certification period (calendar years 2013-2017); the statement does not address Nebraska's compliance as the Nebraska TRS program administrator or the activities of any other contractors that Nebraska may use to support the Nebraska TRS program. Per the FCC, Nebraska has an obligation to provide a CPNI statement to the FCC in accordance with FCC 47 C.F.R. §64.604(d) and 64.606(c)(1).

#### **Data Brokers**

As the Nebraska's contractor, Sprint did not detect any pretexting activities by data brokers during the certification period.

#### **CPNI Complaints**

As the Nebraska's contractor, Sprint did not receive any complaints during the certification period concerning the unauthorized release of TRS CPNI.

#### **Use, Disclosure and Access to CPNI**

As the Nebraska's contractor, Sprint did not use, disclose or permit access to TRS CPNI in 2017 without complying with procedures specified in 47 C.F.R. §64.5101 *et seq.* Sprint did not use, disclose, or permit access to TRS CPNI for marketing purposes or for any other reason not authorized in 47 U.S.C. §64.5105(c).

#### **Safeguards**

As the Nebraska's contractor, Sprint takes reasonable measures to discover and protect against attempts to gain unauthorized access to TRS CPNI. Consistent with Sprint's commitment to preserving customer privacy, as the Nebraska's contractor, Sprint has a variety of training programs for its employees and subcontractors. The training explains how Sprint employees and subcontractors must access, use, store, disclose and secure CPNI to ensure compliance with the FCC's rules and Company policies. During the certification period, all Sprint employees and all subcontractors who had access to TRS CPNI took CPNI training.

As the Nebraska's contractor, Sprint also maintains a disciplinary process as part of Sprint's procedures that addresses CPNI compliance. Sprint security personnel investigate instances of potential improper access or disclosure of CPNI by employees. If the investigation indicates a violation has occurred, disciplinary action is taken, up to and including termination.

Before disclosing CPNI to subcontractors, Sprint enters into agreements with strict privacy and confidentiality provisions that require the subcontractor to maintain confidentiality, protect the information, and comply with the law. Sprint's Office of Privacy continually reviews contract terms and conditions to ensure that those provisions adequately safeguard customer information. In negotiating and renewing its contracts, Sprint requires subcontractors with which it shares CPNI to safeguard this information in a manner that is consistent with the FCC's rules and retains the right to terminate the contract in the event of a breach.

**Authentication**

Sprint does not currently offer users of the Nebraska TRS service telephonic, online, or in-store access to TRS CPNI. Therefore, the authentication requirements in 47 C.F.R. §64.5110 are not applicable at this time with respect to Sprint's role as Nebraska's contractor.

**Notification of Account Changes**

Sprint provides notice to Nebraska's TRS users in accordance with the FCC's requirements when a triggering event occurs that falls within scope of Sprint's responsibilities.

**Notification of CPNI Breaches**

In accordance with the FCC's rules, Sprint provides notice to law enforcement in the event that a breach of customer information includes CPNI. Sprint also provides notice to impacted customers after completing the process of notifying law enforcement. Such notification provides customers with enough information to understand the nature of the breach, the scope of impacted information and recommendations on how the customer should respond. If the impacted customer alerts Sprint of a potential breach, Sprint investigates the customer's allegations and communicates as necessary with the customer and/or law enforcement. Sprint did not have any breaches of Nebraska TRS CPNI during the certification period.